

I've been a DSL subscriber for many years. Last year I switched providers from my ILEC (SBC) to an independent ISP (Sonic.net) whose broadband connectivity is provided by the same ILEC.

I did so for two primary reasons. First, although the quality of the broadband connection from the ILEC was high, its customer service was awful. The staff were inadequate in number and technical competence. Service was impersonal and therefore tended to miss the mark. Configurations of services were inflexible. I am very happy with the availability and competence of my new ISP's personnel, their ability to meet my personal needs and the flexibility of my plan.

My second issue was price. My new ISP charges about 60% what the ILEC charged.

In brief, the ILEC provided and continues to provide good broadband service. It wasn't up to the task of providing good network services and customer service.

My view is that the ILEC and the ISP are now doing what they respectively do best. Depriving my ISP of competitive access to broadband connectivity would be a significant step backwards.

Please don't do that.

Sincerely,
- Michael Marks